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Top 3 Mistakes that Leaders Make with Technology and Telecommunications

Here is a summary of a Harvard Business Review article under the title Six IT Decisions your IT People Shouldn't Make

Leaving IT-related executive decisions in the hands of your IT department could lead your business into a bumpy road. This article highlights the role of top executives in making IT decisions based on high-level business strategies. The author suggests which decisions you should not delegate and points out mistakes to avoid. For example:

1 Determining how much to invest on technology

It is the senior leaders' responsibility to define the strategic role that IT and Telco will play in the company, and then determining the level of funding needed to achieve that goal. By delegating the decision-making process to those who lack key strategic knowledge, the company will fail to develop an IT platform that furthers its strategy, even with high IT spending. Companies that manage their IT investments successfully generate returns that are as much as 40% higher than those of their competitors.

2 Identifying which business processes should receive more IT dollars

A leader's role is to make clear decisions about which IT and

Telecommunications initiatives will and will not be funded. A lack of focus overwhelms the IT unit, which then tries to deliver many projects of little company-wide value or that can't be implemented simultaneously. Confronted with that amount of projects, many companies engage in selective outsourcing. When outsourcing, look for telecommunications services that show capabilities for easily meeting your specifications and those who offer expertise in areas your company is lacking, such as strategically integrating services and products, and leveraging the technology to drive business growth.

3 Gauging how good your IT & Telecommunications services really need to be

Senior leaders should know the business and decide which features –for example, enhanced reliability or response time– are needed at the base, to control costs and increase benefits. The lack of such awareness might lead companies to pay for services that, given business priorities, aren't worth the costs. Features like reliability, responsiveness and data accessibility come at a cost. It is up to senior managers to decide how much they are willing to spend for various features and services. For some companies, top-of-the-line services are not negotiable. For example, investment banks do not debate how much data they can afford to lose if a trading system crashes: 100% recovery is a requirement.

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